

## ESA Superstars - Kudos from the 2002 Provider Survey

### 8 Positive Comments

Kendrick Fung

Also mentioned in Children's Administration provider survey. Most of the comments appear to refer to Kendrick Fung Jr. However his father, Kendrick Fung, also works for DSHS.

### 6 Positive Comments

Sue Schales

### 4 Positive Comments

Miguel Ramos

### 2 Positive Comments

Cindy Charlebois

Jackie Davis

Also mentioned in Children's provider survey

Jayne Hill

Terri Kaufman

Gordon Merritt

Also mentioned in Children's provider survey

Stephanie D. Pinkney

Magen Queen

<b>All Positive Comments - Full Names*</b>	
Akimor, Abrik	I really appreciate Abrik Akimor for listening to my needs. Doing all the paperwork on time. Very courteous on the phone!
Anderson, Perry	Good communication and teamwork. Wonderful caseworkers in Federal Way! Sara Sullivan and Penny Anderson!!!
Annis, Cheryl	Diane Engkirst and Cheryl Annis were great, positive people to work with. Always helpful, pleasant, kind, and knowledgeable! Will miss them! (Also mentioned twice in Children's provider survey.)
Bragg, Leta	It is always possible to reach Letta Bragg or Gloria Ellis. I depend on these two ladies a lot.
Carpenter, Ina	Calling to authorize children before they start - "good thing". (Hats off to Ina M. Carpenter in Kennewick. I think she really cares - good work.) (Also mentioned in the Children's Administration Provider Survey.)
Charlebois, Cindy	Cindy Charlebois in Eastside CSO is VERY helpful!
Charlebois, Cindy	Invoices/payments are prompt - case managers USUALLY knowledgeable and almost always accessible. ESPECIALLY Cindy Charlebois, King Eastside.
Cliffton, Mary	Mary Cliffton, April Russell - Kelso office are wonderful. (Specific DSHS staff name) is rude to me and my clients. Only contact you if a overpayment is due.
Conerly, Randi	Caseworker Helen Johnson is wonderful! Randi Conerly and Miguel Ramos also helpful. They return phone calls, answer questions, and process client paperwork in a fast and professional way.
Davis, Jackie	Ms. Jackie Davis is the best DSHS worker you have in the West Seattle DSHS office.
Davis, Jackie	Cherian and Jackie Davis at WSCSO are very good about returning calls and email.
Eaton, Alison G	Alison Eaton, incapacity specialist at the Capital Hill CSO is outstanding!
Ellis, Gloria	It is always possible to reach Letta Bragg or Gloria Ellis. I depend on these two ladies a lot.
Engkvist, Diane	Diane Engkirst and Cheryl Annis were great, positive people to work with. Always helpful, pleasant, kind, and knowledgeable! Will miss them! (Also mentioned twice in Children's provider survey.)

Frano, Josie - Toppenish	My last case worker treated me with respect not like I was a lazy bum who just didn't want to work. Her name is Josie Frano-Toppenish. I really appreciated being treated like a human.
Fung, Kendrick	Ken Fung is always very courteous and always returns calls! Plus, if he does not have an answer to any questions, he will always find out and get back to me ASAP!
Fung, Kendrick	Yes Ken Fung is always helpful when I call with questions.
Fung, Kendrick	Our caseworker, Ken Fung, Jr. is terrific - He helps with childcare reimbursement clients. He is thorough and conscientious and understanding.
Fung, Kendrick	I absolutely adore working with Ken Fung in Oak Harbor, if he doesn't have the answer he directs me to someone who does. He's friendly and helpful. A++
Fung, Kendrick	Return my calls promptly within 24 hours. KEN FUNG ONLY!
Fung, Kendrick	The payments are prompt after one phone call in the invoice information. Ken Fung, Terri Kaufman and Miguel Ramos are helpful and polite.
Fung, Kendrick	Ken in customer service is wonderful and very helpful and nice.
Fung, Kendrick	Ken at Oak Harbor DSHS is always available to answer questions and get the answer back a.s.a.p. if he doesn't know.
Hane, Rita	Rita Hane is very good about answering our questions and helping.
Hayden, Allura	Most of the time most people have been extremely helpful and understanding. They have put in the extra effort to make things happen. I would like to offer a HUGE Kudos to Sue Hines, Alliva Hayden, and Lenita ?. They have worked with me to adjust some mistakes I've made and have not only been gracious, but also professional in follow through. They have gone above and beyond to help our program and I want them to get recognized for their hard work. Thank you.
Hill, Jayne	Jayne Hill was a great licensor, we will miss her. Larry Levine is always helpful - Shirley from Olympia, wage and career ladder is also terrific!!!
Hill, Jayne	Licensors are great, especially Jane Hill. Responds quickly, gets our vouchers out to us and payment in a timely fashion.
Hines, Sue	Most of the time most people have been extremely helpful and understanding. They have put in the extra effort to make things happen. I would like to offer a HUGE Kudos to Sue Hines, Alliva Hayden, and Lenita ?. They have worked with me to adjust some mistakes I've made and have not only been gracious, but also professional in follow through. They have gone above and beyond to help our program and I want them to get recognized for their hard work. Thank you.
Hongsinger, Kathy	You have a couple of workers that will do what they have to - to help us. One person is Kathy Hongsinger.
Johnson, Helene	Caseworker Helene Johnson is wonderful! Randi Conerly and Miguel Ramos also helpful. They return phone calls, answer questions, and process client paperwork in a fast and professional way.
Kaufman, Terri	Nothing - since Terry Kaufman no longer handles childcare issues.
Kaufman, Terri	The payments are prompt after one phone call in the invoice information. Ken Fung, Terri Kaufman and Miguel Ramos are helpful and polite.
Klein, Linda	Kheng Lee or Linda Klein always fax over a voucher right away for their client. I usually don't have to wait on it.
Ksota, Jean (Licensor)	Licensor, Jean Ksota, is extremely responsive to our needs.
Kuchta, Shirley	Shirley Kuchta and her staff assist me greatly with their observations and consultation regarding our mutual clients. Shirley has been helpful in securing needed space for my assessments.
Lee, Kheng	Kheng Lee or Linda Klein always fax over a voucher right away for their client. I usually don't have to wait on it.
Levine, Larry	Jayne Hill was a great licensor, we will miss her. Larry Levine is always helpful - Shirley from Olympia, wage and career ladder is also terrific!!!

Lowery, Kenneth R.	I work with one person at provider relations and he always helps me within a day, his name is Ken Lowery.
Marchand, William	William Marchand is very prompt, respectful and makes sure that everything goes smoothly.
Maul, Gordon	I can call Gordon Maul at our local DSHS office regarding GAU evaluations.
Merritt, Gordon	Excellent and highly efficient employees Sue Scott and Gordon Merritt at the King North CSO (Ballard) Office. (Seattle) They are the BEST!!! (Also mentioned in Children's Provider Survey.)
Merritt, Gordon	Gorden Merritt is fab - always responds promptly, payments are timely, paperwork is easy. (Also mentioned in Children's Provider Survey.)
Monahan, Kellye	Some people are very helpful. Kellye Monahan - Burien. Cherian at W. Seattle
Morales, Tana	They are courteous and help answer my questions quickly. Tana Morales is a very nice and helpful lady. She answered all my questions and was very nice and also quick. Keep up the good work.
Murphy, Sandy (Sondra)	Doing fine now! Sandy Murphy at Smokey Pt. Does a great job. Clients like her too.
O'Connor, John	They usually respond to messages or mail relatively quickly, especially John O'Conner - he was very polite and courteous.
Pinkney, Stephanie D	Whatever I need, I call Stephanie Pinkney, She's the only one I seem to get results from.
Pinkney, Stephanie D	There's one person I can always count on to respond and get results, that's Stephanie Pinkney at the Renton CSO office.
Prescott, Dotty	My caseworker, Dotty Prescott, answers her phone.
Puntney, Lisa	Many childcare workers are great. One in particular is wonderful! - Lisa Puntney. One in particular is not - (specific DSHS staff name). Both at Everett CSO.
Queen, Magen	Only one person at Monroe didn't - (specific DSHS staff name). Magen Queen is very good.
Queen, Magen	Megan Queen is great to work with. Gets approval for child care, answers any questions or helps with any problems we have regarding payment.
Ramos, Miguel	Caseworker Helen Johnson is wonderful! Randi Conerly and Miguel Ramos also helpful. They return phone calls, answer questions, and process client paperwork in a fast and professional way.
Ramos, Miguel	Miguel Ramos goes beyond the call of duty to give us prompt service.
Ramos, Miguel	Miguel is the best, he works fast and very courteous-respect!
Ramos, Miguel	The payments are prompt after one phone call in the invoice information. Ken Fung, Terri Kaufman and Miguel Ramos are helpful and polite.
Robertson, Gail	Gail Robertson: Always makes time to deal with concerns I have and does her best to make sure paperwork is entered in a timely manner!
Rogers, Shaundra	Payment clerks Shaundra Rogers and Shawdell Short of King South DCPS N43-4 deserve a huge applause for the customer service they provide. Cannot say enough good things about the way they've gone above and beyond to confirm and correct payments.
Russell, April	Mary Clifton, April Russell - Kelso office are wonderful. (Specific DSHS staff name) is rude to me and my clients. Only contact you if a overpayment is due.
Schales, Sue	Sue Schales is the only one that is nice!
Schales, Sue	To keep me informed of payment. I like Sue Schales, she's very nice and respects you and your needs. She really does her job well. Thank you.
Schales, Sue	Speed of service. Sue Schales, always returns my phone calls quickly. (The Olympia office)
Schales, Sue	My case workers (Sue Shales) is always helpful, nice, respectful, and quick in returning calls or getting me information or resources. I appreciate her!

Schales, Sue	My child care support "Sue Schale" is GREAT!!!
Schales, Sue	Return calls faster; except Sue Shales - she is prompt.
Scott, Sue	Excellent and highly efficient employees Sue Scott and Gordon Merritt at the King North CSO (Ballard) Office. (Seattle) They are the BEST!!! (Also mentioned in three times each in Children's Provider Survey and DDD Provider Survey.)
Shepherd, Claudia	My worker Claudia Sheperd and Connie Wayland were always telling me how good I could do to boost my self esteem. They are great!
Short, Shaudel	Payment clerks Shaundra Rogers and Shawdell Short of King South DCPS N43-4 deserve a huge applause for the customer service they provide. Cannot say enough good things about the way they've gone above and beyond to confirm and correct payments.
Stephens, Becky	Payee contact person at Kelso DSO Becky Stephson is always on top of things and great to work with.
Sullivan, Sarah C	Good communication and teamwork. Wonderful caseworkers in Federal Way! Sara Sullivan and Penny Anderson!!!
Wayland, Connie	My worker Claudia Sheperd and Connie Wayland were always telling me how good I could do to boost my self esteem. They are great!
Wellington, Bob	Case worker very helpful. Pierce County Call Center. Mr. Wellington - wonderful. New case worker Cheryl--wonderful.

**All Positive Comments - Partial Names\***

Bev T.	Bev T. is the BEST. Very helpful and very quick to return calls and ALWAYS does her best to help or explain.
Blake	Blake was very helpful today 9/5 and called back with answer 9/5. Jackie was very helpful today 9/5 - great attitude.
Cherian - W. Seattle	Some people are very helpful. Kelley Monahon - Burien. Cherian at W. Seattle
Cherian - W. Seattle	Cherian and Jackie Davis at WSCSO are very good about returning calls and email.
Cheryl	For daycare things: forms, change in half days clients to full time clients. Diane and Cheryl are great and Martha is fantastic.
Cheryl	Dianne and Cheryl have been wonderful about keeping on tasks with everything. The phone in has been very convenient.
Cheryl - Pierce Co.CW	Case worker very helpful. Pierce County Call Center. Mr. Wellington - wonderful. New case worker Cheryl--wonderful.
Diane	For daycare things: forms, change in half days clients to full time clients. Diane and Cheryl are great and Martha is fantastic.
Dianne	Dianne and Cheryl have been wonderful about keeping on tasks with everything. The phone in has been very convenient.
Jackie	Blake was very helpful today 9/5 and called back with answer 9/5. Jackie was very helpful today 9/5 - great attitude.

Lenita - R5 Call Cntr	Most of the time most people have been extremely helpful and understanding. They have put in the extra effort to make things happen. I would like to offer a HUGE Kudos to Sue Hines, Alliva Hayden, and Lenita ?. They have worked with me to adjust some mistakes I've made and have not only been gracious, but also professional in follow through. They have gone above and beyond to help our program and I want them to get recognized for their hard work. Thank you.
Lisa - Federal Way	Lisa and Natiya at Federal Way are awesome.
Lisa - Federal Way	Natalya and Lisa at the Federal Way call center are great!
Marjul	Randy and Marjul are GREAT!!! They complete apps in timely fashion and answer phones, and return phone calls. NO ONE else EVER has!!!

Martha	For daycare things: Forms, change in half days clients to full time clients. Diane and Cheryl are great and Martha is fantastic.
Natalya - Federal Way	Natalya and Lisa at the Federal Way call center are great!
Natiya - Federal Way	Lisa and Natiya at Federal Way are awesome.
Randy	Randy and Marjul are GREAT!!! They complete apps in timely fashion and answer phones, and return phone calls. NO ONE else EVER has!!!
Shirley - Olympia	Jayne Hill was a great licenser, we will miss her. Larry Levine is always helpful - Shirley from Olympia, wage and career ladder is also terrific!!!

\* Name spelling and identity is based on "best guess" of RDA staff after reviewing clients' spelling and DSHS staff rosters. We apologize in advance for any misspellings or misidentification.